

**From:** Immanuel Raja J  
**To:** Microsoft ATR  
**Date:** 11/17/01 4:02am  
**Subject:** Microsoft ...

Sir,

I have purchased a desktop PC Fujitsu. I didn't wanted MS Windows 98 on it but I have to pay for it. (I payed for the product which I didn't want to use.) Now I am forced to use the product (which ofcourse I rarely use) because I have payed for it. I had some problems with the product. Looking at the Advertisement for Windows ME (which claims to be a better product then other Windows for home versions) I purchased an upgrade and installed it. I feel very sad to say this that when I defrag the hdd I found that I could not restart my computer. On further investigation I found that Windows ME DEFRAG has eaten all my systems files. I feel I am cheated because they had sold me an inferior product. Latter I found that Windows ME when installed in partition heigher then 8GB gives me error. I also have linux (SuSE 7.1) running on my PC. Though Linux is free I paid a little heigher then the price I paid for my Windows ME. But interestingly SuSE kept its promise. I have no problem in running Linux.

Though Linux GUI may not be as good as that of Windows the following are the points why I prefer to use Linux.

1. Stable: I have had no crash so far.
2. Fast: Linux is faster in executing a command or program.
3. On the long run I have no fatigue using Linux but using Windows I get frustrated every time I run it for a long time.
4. Secure: I was never in need of any additional software then the ones SuSE offered me. (No Anti-Virus, No Additional firewall, etc..)
5. I AM FORCED TO RETAIN THE WINDOWS PRODUCTS BECAUSE THE LICENCE SAYS THAT ONCE I OPEN THE CD I CAN'T RETURN. - How will I know if windows is good for me or not. I should be able to return Windows CD, with all the original packing to MS and should be able to get a

return on my receipt.

6. I DON'T LIKE SOME TO FORCE ME TO BUY THE A PRODUCT

I DON'T WANT - Consumers should be protected. Computer hardware vendors should offer products what their consumers want and not be forced by misuse of monopolistic attitude of the software manufacturer. I definitely want multi-vendor support on my hardware like AOL Instant messaging and Yahoo Messaging, Real Player, Netscape. I would also like to use open-source products like Apache server, MySQL server, PERL. I would prefer my hardware vendor to support me on products like this.

I am concerned that this case should not only address microsoft issue but also any future company which will try to misuse their monopoly.

I make my humble suggestion that such companies should not only be legally penalised but also should be made to pay hefty fines to the government And such fine money be use further to stops all sorts of misuse of monopoly.

Please protect the consumers from such companies.

I have confidence in you. You can make a change now.  
Thank you for allowing us to raise our voices.

Kind Regards  
Immanuel

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